

**PERFORMANCE-BASED WORK STATEMENT  
FOR  
CONTRACT DISTRUBUTED LEARNING PERSONNEL  
23 March 2009**

**1.0. DESCRIPTION OF SERVICES.** The Contractor will provide one Distributed Learning (DL) Technology Manager and one DL Technology Assistant to the Alabama Army National Guard (AL-ARNG) Headquarters in Montgomery to manage and operate the DL Branch. The purpose of these positions are primarily to operate, and as needed test, troubleshoot, repair, install and otherwise maintain the AL-ARNG Distributed Learning Program (DLP) assets in each DL Classroom (DLC) operations for the readiness and pre and post-mobilization training (PPMT) of National Guard Soldiers.

**1.0.1 POSTINGS AND SITE LOCATIONS.** Site locations consist of the following:

- Post # 1 - Joint Forces Headquarters, Alabama (JFHQ-AL), Montgomery, AL.
- Post # 2 - Fort McClellan, Anniston, AL
- Post # 3 - Fort Charles A. Rollo, Auburn, AL
- Post # 4 - AFRC, Oxmoor Rd, Birmingham, AL
- Post # 5 - Ft. Whiting, Mobile, AL
- Post # 6 - Northport Armory, Northport, AL

**1.0.2 PRICING OF THE POSTINGS.** The level of effort (LOE) for the DL Technology Manager is determined to be comparable to that of a GS-11 therefore the salary should range from \$56,411 to \$73,329 for this position and include the items listed in the benefits package listed in 1.16.1.

The LOE for the DL Technology Assistant is determined to be comparable to that of a GS-09 therefore the salary should range from \$46,625 to \$60,612 for this position and include the items listed in the benefits package listed in 1.16.1.

**1.0.3 DUTIES, RESPONSIBILITIES AND REQUIREMENTS.**

**1.0.3.1 DL Technology Manager.**

- Technology manager is in charge of planning, and delivery of the state's DL telecommunications program and our six DL Classrooms. Provides on-going assessment of training and education needs as well as re-engineering and improvement of processes and procedures in the conduct of DL training. Aids in the development and implementation of policies, standard operating procedures, and practices associated with the management of the state's DL training program.
- Plans and coordinates DL training opportunities for members of the state's Army National Guard (ARNG). Schedules courses for individuals and groups. Notifies supervisors and participants of course dates.
- Plans, organizes, manages and evaluates DL Program for the state. Work involves assignment as a generalist performing in multiple areas typically supporting complex communications systems.
- Management and proposal of program's budgeting, property control, status reporting and scheduling of resources, and supervising the Technology Assistant with site software installations and site maintenance.
- Coordinates, builds, and monitors video-teleconferencing (VTC) events in the state's four bridges, including the Secure Bridge, for 56 VTC endpoints.

- Evaluates and recommends purchases of computers, network hardware, peripheral equipment, and software based on the current / future needs and growth of the 6 DL Classrooms.
- Attends State, Regional and National DL workshops and seminars.
- Senior contractor responsible for the day to day supervision of other DL contractors.
- Provides guidance and coordinates technical and training telecommunications support for site administrators. Monitors, evaluates and reports state classroom usage.
- Provides installation, monitors, maintains and diagnoses problems with DL computer equipment and software and data communications equipment and systems.
- Coordinates training activities with other Deputy Chief of Staff of Operations (DCSOPS) branches, U.S. Army Training and Doctrine Command (TRADOC), National Guard Bureau (NGB), and various agencies to establish priority of courseware development and conversion consistent with current needs and future projection of training requirements. Serves as an official member of the ARNG Distributed Learning Advisory Committee (DLAC), a sub-committee of the regional Plans, Operations, and Training Advisory Committee.
- Monitors all special distributed learning programs and contract school training for the state. This includes language, medical training and full-time support training at formal schools, annual training (AT) related to MOS proficiency programs and civilian institutions under contract with Department of Defense agencies.
- Coordinates the building of classroom facilities with other NGB or ARMY organizations. Coordinates program site preparation effort and activities with the Director of Facilities. Reviews site preparation estimates and coordinates site preparation with site points of contact (POC). Ensures site preparation work meets program standards. Maintains site preparation schedules and IAW NGB Memorandums of Agreement.
- Provides property accountability for DL property in accordance with federal and state requirements. Provides for physical security of equipment and prevention of unwarranted access to federal systems.
- Has solid oral and written communications skills, customer service oriented with strong interpersonal skills, an understanding of the Distributed Learning Program, and knowledge of sound business management practices.
- Must have 5 years or more full-time supervision to include hiring / terminating personnel, conducting performance appraisals, assigning work projects, and employee counseling.
- Ten years or more experience in audio / visual and IT fields.
- Is required to possess a minimum Department of Defense (DoD) Secret security clearance. Conducts Secure Video Teleconferences.
- Possesses a thorough understanding of computer networking devices, networks, ISDN and IP connectivity and distributed learning technology.
- Working knowledge of Active Directory Network Protocol (managing users / groups, user permissions, group policies, resetting passwords and unlocking accounts).
- Must be certified on the Polycom MGC 50/100 VTC bridge hardware, MCSE courses in TCP/IP, Networking Essentials and Implementing and Managing MS Windows Server.
- Must be familiar with PC-Duo remote management software. Remotely manages 78 DL classroom computers to include imaging, adding Army approved software and applying mandatory security patches. Manages scheduling calendars for all six DL sites.
- Has 5 years minimum experience performing computer systems analysis on both mainframes and personal computers, and trouble shooting of voice and data systems design and maintenance.

### **1.0.3.2 DL Technology Assistant**

- Assists the State DL Program Manager with administrative and technical support of the State's Distance Learning (DL) telecommunications program and six DL Classrooms.
- Coordinates, builds, and monitors video-teleconferencing (VTC) events in the bridge for 56 VTC endpoints. Monitors, evaluates and reports state classroom usage.
- Provides installation, monitors, maintains and diagnoses problems with DL computer equipment and software and data communications equipment and systems.
- Provides property accountability for DL property in accordance with federal and state requirements. Provides for physical security of equipment and prevention of unwarranted access to federal systems.
- Provides installation, monitors, maintains and diagnoses problems with DL computer equipment and software and data communications equipment and systems.
- Is required to possess a minimum DoD Secret security clearance. Conducts Secure Video Teleconferences.
- Working knowledge of active directory (AD) (managing users/ groups, user permissions, group policies, resetting passwords and unlocking accounts).
- Must be certified on the Polycom MGC 50/100 VTC bridge hardware, MCSE courses in TCP/IP, Networking Essentials and Implementing and Managing MS Windows Server. Possesses a thorough understanding of computer networking devices, networks, ISDN and IP connectivity and distributed learning technology.
- Has 2 years minimum experience performing computer systems analysis on both mainframes and personal computers, and trouble shooting of voice and data systems design and maintenance.
- Must be familiar with PC Duo remote management software. Remotely manages 78 DL classroom computers to include imaging, adding Army approved software and applying mandatory security patches. Manages scheduling calendars for all six DL sites.

## **1.1. ADDITIONAL REQUIREMENTS.**

**1.1.1.** Knowledge of DL technologies to effectively manage the operation, maintenance, and lifecycle support of the ARNG DLP system equipment and software.

**1.1.2.** Knowledge of networks, routers, switches and other hardware and software / equipment used for DL capabilities to provide readiness and PPMT training to Soldiers.

**1.1.3.** Knowledge of the Internet and proponent school websites to access training courseware and information to be delivered in the DLCs.

**1.1.4.** Knowledge of Guard Knowledge On-Line (GKO) and Army Knowledge On-Line (AKO) Web portals to access information, guidance, updates, and general communication from NGB-ART-DL regarding the DLP.

## **1.2. SUPERVISORY CONTROLS.**

**1.2.1. The DL Technology Manager and DL Technology Assistant.** The person to be hired is responsible for the operations, maintenance, and repair and installation (as needed), of all equipment

associated with the technical operations of the DLP system and classrooms, reporting to the State DL Training Administrator (SDLTA), which is the Assistant State Training officer.

**1.2.2. The DL Technology Manager and DL Technology Assistant.** Performs routine work independently and responds to the DLP technical considerations of both internal and external customers, the priority of National Guard training needs. The person to be hired is responsible for accommodating maintaining the system equipment in good working order at all times, ensuring availability of DL technologies for the training and education of Soldiers.

### **1.3 GUIDELINES.**

**1.3.1. The DL Technology Manager and DL Technology Assistant.** Follows the federal statutes and regulations, specifically NGR 5-1, Chapter 55 and Appendix 40; and all DLP guidance promulgated by NGB-ART-DL. The person to be hired implements all information assurance requirements as promulgated by NGB-G6 for the DLP.

**1.3.2. The DL Technology Manager and DL Technology Assistant.** The DL Technology Manager and DL Technology Assistant follows the state DLP SOPs but makes alterations as necessary for the effective management and operation of the DLP classroom equipment and system technology. He/she is subject to any state regulations and statutes that would impact the system equipment.

**1.4. COMPLEXITY.** In the course of managing the technical operations of the DL classroom and system equipment, The DL Technology Manager and DL Technology Assistant works with the SDLTA to coordinate preparation of the DLP classroom for on-going lifecycle support and installation of new equipment and/or software. The person to be hired installs, tests, maintains, troubleshoots and repairs DLP equipment which may include any equipment – hardware or software - or technology used for DL in general, e.g. the secure VTC, the MCU bridge or even items purchased by the state that have been authorized for connection to the .132 Guard Net XXI network. Relative to the ongoing maintenance and operability of the equipment, the person to be hired works in conjunction with the NGB Enterprise Help Desk and/or the state Help Desk or Deputy Chief of Staff of Information Management (DCSIM) to determine whether to repair or replace equipment, and is responsible for the execution of that action. He/she works with the SDLTA to input site usage through the DLP reporting tool or provides usage/log information for monthly site usage reporting. The DL Technology Manager and DL Technology Assistant needs to be flexible and creative in meeting DLP technical operations objectives while adhering to both federal and state statutes and regulations; other guidance promulgated for the DLP; and state SOPs or requirements in the execution of duties.

**1.5. SCOPE AND EFFECT.** The purpose of the work is to maintain the continuous technical operation and accessibility of the DLP system and classrooms so Soldiers will have DL technologies available to access readiness and PPMT training and professional development opportunities.

### **1.6. Personal Contacts**

**1.6.1 NGB.** Interaction with NGB-ART-DL personnel; NGB-G6; NGB-AIS; NGB-AIN; NGB-AIP; PEO-EIS; Video Operations; NGB DLP Help Desk; PEC personnel; proponent schools as required.

**NGB-ART-DL personnel:** For guidance related to the DLP training and program technical operations.

**PEC personnel:** To access and take recommended courses for DL classroom equipment operations.

**Proponent Schools:** To research and confer about courses available via DL technology and to register participants as appropriate; to confirm system requirements for training software.

**NGB-AIS:** For Information Systems (Guard Net XXI) inquiries.

**NGB-AIN:** For Information Assurance guidance and inquiries.

**NGB-AIP:** For policy and guidance regarding Guard Net XXI.

**PEO-EIS:** To coordinate fielding of lifecycle equipment installation and request DLP classroom deviations and waivers.

**Video Operations:** To schedule an audio or video bridge.

**NGB DLP Help Desk:** For troubleshooting, repair and maintenance of DLP equipment/system, and/or warranty information for consideration of replacement.

**1.6.2. STATE.** Interaction with the SDLTA; Construction and Facility Management Officer (CFMO); G3/J3; G6/J6; Regional DLAC Chair; RTI Commanders; State Training Manager; State Quota Manager; Commanders and other state training personnel.

**SDLTA:** For reporting of program income, site usage, cost avoidance input, technical issues, DLC availability, scheduling of training events, et al.

**CFMO:** For any build-out or site preparation as required for new DLCs or those installed by the state and approved by the DLP.

**G3/J3:** For interfacing with the G3/J3 regarding all state National Guard training needs. The DL Technology Manager and DL Technology Assistant receives NGB-ART-DL guidance through the SDLTA and the supervising state Directorate and reports to the SDLTA or G6/J6 CIO, as appropriate.

**G6/J6:** For technical considerations of site preparation, build-out – as necessary – classroom move, DLP technical support role, equipment maintenance and repair, “first line” Help Desk issues, and other IT questions.

**Regional DLAC Chair:** To participate in appropriate forums, as requested.

**RTI Commanders, State Training Manager, and State Quota Manager:** To interface in providing training via DL technologies and/or availability of courses and content delivered via DL technologies.

**1.7. PHYSICAL DEMANDS.** The DL Technology Manager and DL Technology Assistant may be required to operate the DLP classroom(s) outside of normal established operating hours to include evenings and weekends. He/she may be required to repair or replace DLP classroom equipment or connect cables and be able to lift or carry such equipment. The person to be hired may be required to bend, stoop or otherwise assume the best position to operate, repair or install the equipment. Considerable travel to other DLP classroom locations within the state for the purpose of equipment operation, testing, maintenance, repair, installation, or disposal, may also be required.

**1.8. WORK ENVIRONMENT.** The DL Technology Manager and DL Technology Assistant’s DLP classroom operations and maintenance work is generally carried out in the DLCs but may also involve remote access. Any DLP administrative duties required by the position generally are carried out in a separate work space office either within the DLP classroom or adjacent to it.

The person to be hired will work in an atmosphere free from verbal, written, physical, and psychological abuse. All employees/service members will treat co-workers, customers, and visitors responsibly and respectfully in the execution of their duties.

**1.9. SECURITY CLEARANCE REQUIREMENTS.** A Secret security clearance is required for both positions. If clearance is validated in the Joint Personnel Adjudication System, an individual may perform duties pending administrative transfer of the clearance. Background checks are the responsibility of the Contractor.

**1.10. REPORTING REQUIREMENTS.** The Contractor will report any information or circumstances of which they are aware may pose a threat to the security and/or safety of DOD personnel, Contractor personnel, resources, and classified or unclassified defense information.

**1.11. PHYSICAL SECURITY WORK AREAS.** Contract employees will comply with installation operations plans/instructions for Force Protection Condition procedures and local search/identification requirements. The Contractor will safeguard all government property.

**1.12. DUTY/WORK AREAS.** The Contractor will adhere to local installation procedures for entry to areas where Contractor personnel will work. Contractor will ensure that alternate work locations are made available for the DL Technology Manager and the DL Technology Assistant when the buildings that house the standard Duty/Work areas are closed for special events (i.e.: an unexpected State holiday that is also extended to the federal employees). Contracted employees are not authorized to access the buildings when no state or federal employees are present in the buildings unless specifically addressed and/or directed by the SDLTA.

**1.13. KEY CONTROL.** The Contractor will establish and implement key control procedures to ensure keys issued to the Contractor by the Government are properly safeguarded and not used by unauthorized personnel. The Contractor will not duplicate keys issued by the Government. Lost keys will be reported immediately to the Site Manager. The total cost of lost keys, re-keying or lock replacement will be reimbursed to the Government as a Claim against the Contractor. Contractor employees will not use keys to open work areas for personnel other than contract employees engaged in performance of duties, unless authorized by the Security Forces Operations Officer/Superintendent.

**1.14. PRIOR TO EMPLOYMENT SECURITY SCREENING.** The following background checks will be conducted and completed for all Contractor personnel performing services under this contract. Further, all Contractor personnel are subject to periodic background checks throughout the duration of the contract, at the discretion of the Government.

**1.14.1. Wants and Warrants Investigations / Background Checks.** The Contractor will perform and provide a pre-employment Wants and Warrants investigation on each individual. Investigations will include, at a minimum, employment history, verification checks of conviction records, ongoing criminal charges, credit check, driving record, and proof of possession of a valid driver's license. The Contractor is responsible for pre-employment background investigation costs.

**1.14.2. NCIC and NAC Requirements.** The Contractor will perform a National Crime Information Center (NCIC) check on all prospective Contractor on-site employees. If NCIC results indicate an individual does not meet National Agency Check (NAC) requirements, the Alabama State Military Department reserves the right to require removal.

## **1.15. GENERAL INFORMATION.**

**1.15.1. Place of Performance/Hours of Operation.** The Contractor will support DCSOPS at each installation addressed in this Task Order. The shift start/stop times will be determined by DCSOPS in conjunction with PWS requirements. Recommend contract employees not exceed (40) forty hours per week.

**1.15.2. Privacy Act.** Work on this project may require that personnel have access to Privacy Information. Personnel will adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable rules and regulations.

**1.15.3. Standards of Appearance.** Employees' appearance will be neat, fit, well groomed, and present a professional image. Employees may not have any intentional body alteration/modification that results in a visible, physical effect that detracts from a professional image. Employees may not have visible tattoos that are obscene, gang affiliated, advocate sexual, racial, ethnic, or religious discrimination or are of an unprofessional nature. Employees may not have any visible brands. Employees are prohibited from attaching, affixing or displaying (body piercing) objects, articles, jewelry or ornamentation to or through the ear, nose, tongue or any exposed body part. **(EXCEPTION:** Women may wear one matching pair of earring: one small conservative earring per earlobe that fit tightly without extending below the earlobe.)

**1.15.4. Drug Screening.** The Contractor is responsible for all associated costs of drug screening for contract employees throughout the term of the contract. Contractor is responsible to conduct initial drug tests for all employees within 35 days prior to performance start date. Drug testing will meet or exceed all state and local requirements. A positive initial drug test disqualifies the individual from employment under this contract. Employed contract personnel are subject to random drug screening at all times.

**1.15.5. Insurance.** The CONTRACTOR shall provide a minimum of \$1Million liability insurance coverage and shall hold such liability insurance at all times during the existence of this contract to include transportation operations related to travel. The CONTRACTOR shall indemnify and save harmless, the State of Alabama, the Alabama National Guard and its employees, the State Military Department and its employees, from all damages and liability for injury to any person or persons, and injury to or destruction of property, including the loss of use thereof, by reason of an accident or occurrence arising from operations under the Contract, whether such operations be by CONTRACTOR or by anyone directly or indirectly employed by CONTRACTOR, occurring on or about the premises, or the ways and means immediately adjacent, during the term of the contract, or any extension thereof, and shall also assume the liability for injury and/or damages to adjacent or neighboring property by reason of work done under the Contract.

## **1.16. SPECIAL PROVISIONS.**

**1.16.1 Benefits Package.** The contractor will provide a minimum benefits package to include (but not limited to):

- 10 paid Federal Holidays
- 10 days paid annual vacation (annually)
- 5 days paid sick leave (annually)
- Workman's Compensation Insurance
- State and Federal Unemployment Insurance
- 7.65% (Minimum) Contribution to Social Security and Medicare
- Minimum \$50K in Life Insurance and Long Term Disability Insurance
- Optional Group Medical, Dental (and Optical) Coverage (Minimum, 60/40 contractor/employee contribution)
- 401K with company matching contributions (3% of base salary)

**1.16.2 Travel Requirements.** The contractor shall **INCLUDE** a travel allowance of \$15,000 for the DL Technology Manager **and** a travel allowance of \$15,000 for the DL Technology Assistant during the contract period for any required training/certifications. Only actual travel expenditures may be billed. There will be NO contractor markups allowed on travel billings. Additional travel allowance will be added to contract by contract modification as needed. Also any excess travel

allowance remaining at the end of the contract period will not be able to be claimed by contractor. The excess travel allowances may be reduced from contract by contract modification.

**1.16.3 SUBMISSION REQUIREMENTS.** Contractor will provide the following items at a minimum to be considered:

- **Letter of interest:** This letter will provide the name of the Contractor that will provide the services and an executive summary to address all of the selection criteria items (i.e. DoD and/or military experience, other related experience, training and certification programs, references, etc.)
- **Properly Executed Request For Proposal (RFP) Form:** This form must be properly executed and delivered within the specified timeline;
- **Professional Resume:** This will include all information about the provider and its organization, staffing, capabilities, qualifications, experience, references and other pertinent information that will be used to evaluate the submission;
- **Biographical Summary and Resume**

**1.16.4 SELECTION CRITERIA: Each valid proposal received within the designated time period will be evaluated based upon the following criteria:**

45%	Experience and Performance working at/on DoD, Military, and/or NG Installations;
10%	“Other Related” Performance and Experience
20%	Resources and Capability
10%	References
15%	Budgetary Information

- Experience working on DoD, Military, and/or NG Installations: This will be an evaluation of the Contractor’s previous experience at locations that **specifically** deal with the types of service required by this contract.
- “Other Related” Performance and Experience: This will be an evaluation of the Contractor’s previous experience at other locations with similar type of service. Also this will be an evaluation of the Contractor’s experience and success with Federal and State Contracting procedures.
- Resources and Capability: This will be an evaluation of the Contractor’s:
  - Training and certification programs;
  - Ability to administer payroll, time and attendance, data collection and reporting, and similar operations;
  - Ability to operate without advance funding and sustain operations with monthly invoices and reimbursement for expenditures.
- References: This will be an evaluation of the references provided in the submission.
- Budgetary Information: This will be an evaluation of the Cost Items on the RPF.
- **NOTE: Selections are based on best value and NOT price alone.**